



California Department of Consumer Affairs

www.dca.ca.gov

The Department of Consumer Affairs provides equal employment opportunities to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

It is an objective of the State of California to achieve a drug-free work place. The use of illegal drugs is against state and federal laws, rules governing civil service and violates the special trust placed in public servants. Applicants for state employment are expected to be drug-free.

PROGRAM REPRESENTATIVE I, DEPARTMENT OF CONSUMER AFFAIRS

OPEN – STATEWIDE, CONTINUOUS

Salary Range: \$4308 - \$5187

EXAMINATION TYPE

This is an open statewide exam for the Department of Consumer Affairs. Applications will not be accepted on a promotional basis.

WHO CAN APPLY

Applicants who meet the minimum qualifications **AND** have not taken this examination within the last 12 months may apply.

HOW TO APPLY

Please submit an application (STD 678) to the address indicated below. **DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.**

NOTE: All applications must include: "to" and "from" dates (month/day/year); time base; and civil service class titles. Applications received without this information will be rejected. Resumes will not be accepted in lieu of a completed State Application, Form STD 678.

NOTE: The Department of Consumer Affairs' Selection Services Unit and/or the State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if there are any changes in circumstances surrounding the original examination plan.

WHERE TO APPLY

MAIL TO:

Department of Consumer Affairs
Attn: R. Powers
PO BOX 980428
West Sacramento, CA 95798-0428

HAND DELIVERED:

Department of Consumer Affairs
Attn: Selection Services (R. Powers)
1625 N Market Blvd, Suite N321
Sacramento, CA 95834

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark "yes" on Question #2 on the Examination and/or Employment Application. The Selection Services Unit will contact you to make special testing arrangements. Telecommunications Device for the Deaf (TDD) number is (916) 322-1700 or 1 (800) 735-2929.

FINAL FILE DATE

There is no final filing date. Testing is considered continuous and conducted as needed. The testing office will accept application continuously and will notify and test applicants as needs warrant.

TESTING PERIOD

A candidate may only test once in a 12 month period.

DRUG TESTING REQUIREMENT

Where positions require the operation of commercial vehicles, applicants for employment and employees must submit to random drug testing for controlled substances and alcohol as required by State and Federal drug and alcohol testing regulations.

SEE REVERSE FOR ADDITIONAL INFORMATION

REQUIRED IDENTIFICATION

Accepted applicants will be required to bring either a photo identification card or two forms of signed identification to the examination.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement on the date you submit your application. Your signature on your application indicates that you have read, understood, and posses the basic qualifications required.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

DRIVERS LICENSE REQUIREMENTS

Applicants for positions in the Program Representative I classification must possess a valid driver license, a good driving record, and are expected to drive vehicles safely. Additionally, employees assigned to the documentation laboratories who are required to drive commercial vehicles must possess the appropriate commercial vehicle operator's license.

Applicants will be admitted to the exam without a commercial vehicle operator's license, but those employees who are required to drive commercial vehicles must obtain the license prior to completion of probation.

MINIMUM QUALIFICATIONS**Either I**

Two years of experience in the California state service performing automotive complaint resolving duties equivalent to a Team Associate I, Range C, Department of Consumer Affairs,* and one year of experience performing automotive mechanical or collision repair or automotive mechanical or collision inspection duties. (Completion of the requirements for a certificate in automotive mechanic technology at the junior college level may be substituted for one year of the year of the required experience.)

Or II

Four years of experience performing automotive mechanical or collision inspection duties. (Experience in California state service applied toward this pattern shall include at least one year of experience at a level of responsibility equivalent to a Team Associate I, Range C, Department of Consumer Affairs*.) (College or trade school education in automotive engineering or automotive mechanics may be substituted for two years of the required experience on a year-for-year basis.)

DEFINITION OF TERMS

The words "**performing the duties equivalent to ...**" and "**level of responsibility equivalent to...**" means the applicant must have State service experience of appropriate type and length in a classification at the same (or higher) salary level as the class specified.

* Consumer Services Representatives performing automotive repair complaint resolution duties in the Department of Consumer Affairs that meet the minimum qualifications may apply.

POSITION STATEMENT

The Program Representative I, Department of Consumer Affairs, is the entry level for this series. Under general supervision, incumbents inquire into consumer complaints which require a knowledge of automobile mechanics and pollution control systems; mediate complaints between consumers and automobile repair shops and uncover practices that may be fraudulent; provide instructions and information to technicians, mechanics, garage owners, and consumers regarding laws and regulations pertaining to the Automotive Repair Act and the mandatory Vehicle Inspection and Maintenance Program; conduct inspections of repair dealers and licensed facilities to ensure compliance with the provisions of the law; prepare documented vehicles in order to detect incompetence or fraud; as a team member, participate with other staff to improve processes. Under direct supervision or as part of an investigative team, participate in conducting investigations and develop recommendations for appropriate disciplinary action; and perform other relate work.

Positions exist statewide within the Department of Consumer Affairs.

EXAMINATION INFORMATION

This examination will consist of a Written test weighted Pass/Fail AND a Qualifications Appraisal Panel Interview weighted 100%.

In taking the written test Candidates must attain a minimum rating of 70% in order to continue to the next phase, the oral examination.

In taking the oral examination, a minimum rating of 70% must be obtained, in order to be placed on the eligible list.

SEE NEXT PAGE FOR ADDITIONAL INFORMATION

**EXAMINATION
SCOPE****WRITTEN TEST WEIGHTED – PASS/FAIL**

This examination will consist of a written test weighed Pass/Fail. ***Candidates who do not appear for the written test will be disqualified.***

Knowledge of:

1. English Usage
2. Mechanical Repair
3. Investigative techniques and Report Writing
4. Reading Comprehension

**EXAMINATION
SCOPE****QUALIFICATIONS APPRAISAL WEIGHTED – 100%**

This examination will consist of a oral interview weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. ***Candidates who do not appear for the interview will be disqualified.***

Knowledge of:

1. Provisions of the Automotive Repair Act and the Vehicle Inspection and Maintenance Program.
2. Industry standards for diagnosis and repair of automobiles.
3. Tools, equipment, and methods used in the repair, adjustment, and servicing of automobiles and pollution control systems.

Ability to:

1. Apply the techniques involved in mediating and investigating consumer complaints.
2. Interpret current manufactures' specifications.
3. Analyze cause of equipment failure or excessive wear.
4. Prepare automobiles for use in detecting incompetence or fraud.
5. Effectively mediate and investigate complaints.
6. Determine the necessity for replacing as opposed to repairing equipment.
7. Act as an expert witness.
8. Establish and maintain cooperative relationships with law enforcement agencies.
9. Interpret and apply regulations in the field and provide technical information in a meaningful manner to persons of varying backgrounds in the course of the work.
10. Write letters and prepare field inquiry reports.
11. Demonstrate ability to work as a member of a team, flexibility, open-mindedness, and tact when dealing with the public as well as team members.
12. Willingly follow supervisory directions.
13. Demonstrate professional grooming and dress habits appropriate for representing the State of California with the public and industry.

**SPECIAL
PERSONAL
CHARACTERISTICS**

Applicants for the Program Representative I position shall have a work record clear of revocation or suspension of departmental-issued licenses for Lamp Installer/Adjuster, Brake Installer/Adjuster, and Smog technician.

**ADDITIONAL
DESIRABLE
QUALIFICATIONS**

Possession of current departmental-issued licenses such as Lamp Installer/Adjuster, Brake Installer/Adjuster, and Smog Technician licenses.

**ELIGIBLE LIST
INFORMATION**

Names of successful competitors are merged into a departmental open list established for and used by the Department of Consumer Affairs, in order of final scores regardless of testing date. Eligibility expires 18 months after it is established unless the needs of the service and conditions warrant a change in this period. It is the competitors responsibility to retest to reestablish list eligibility.

SEE NEXT PAGE FOR ADDITIONAL INFORMATION

**VETERANS
PREFERENCE
POINTS**

Veterans preference credit will be added to the final score of all competitors in this examination who qualify for, and who have requested these points and who are successful in the examination.

CAREER CREDITS

Career credits will not be granted in this examination.

GENERAL INFORMATION

It is the candidate's responsibility to contact the Department of Consumer Affairs' Selection Services Unit at (916)574-8370 if you should have any questions regarding this examination.

Applications are available at State Personnel Board offices, local Employment Development Department offices, the Department noted on the front of this bulletin and at www.spb.ca.gov.

If you meet the requirements to participate in this examination, you will be scheduled to participate in a competitive test in which your performance is compared with other competitors in the exam. All competitors who pass will be ranked according to their scores. Meeting the entry requirements does not assure success in the exam or placement on the employment list.

Examination Locations: Test locations are determined by the number of candidates and are limited or extended as conditions warrant. Ordinarily exams are scheduled in Sacramento, San Francisco, Los Angeles, or the spot(s) location(s) listed on the front of the bulletin.

Employment lists: Employment lists are established by competitive examination and are used in the following order, regardless of list date: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, and 6) open. The oldest dated list will be used first. All lists will expire in one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others. Competitors must be in a state of health consistent with the ability to perform the essential functions of the duties assigned to the class. A medical examination may be required. In open examinations, investigation of employment records, personal history, and fingerprinting may be required.

Veterans Preference: California law limits the granting of veterans preference credits to entrance examinations. When credit is granted, it is as follows: 10 points for disabled veterans and 5 points for other veterans. Directions for applying for veterans preference and definitions for Veteran Disabled Veteran are available on the Application for Veterans Preference form which is available from the State Personnel Board office or written test proctors.

SEE NEXT PAGE FOR ADDITIONAL INFORMATION